



GUIDELINES TO HAVING AFFIRMING CONVERSATIONS WITH TRANSGENDER CLIENTS

- Ask your clients what they would like to be called, and then call them that.
- Call transgender clients by the name they request, whether or not it matches their ID documents.
- Use the pronoun (he, she, they, or something else) that a client says is right for them.
- If you accidentally use the wrong name or pronoun, apologize, use the right name or pronoun and move on.
- It's very important to ask if you may use someone's chosen name in ALL settings (like in groups and when you call their residence), only with specific people or only in private.
- Language evolves all the time. If a client uses a term you aren't familiar with, you can ask what it means. You could say, "That's a new word for me, and I want to understand and support you. So what does that word mean to you?"

If you have questions or would like to schedule an E/Quality Care training for your organization, please reach out to parkerjordan@rainbowheights.org. E/Quality Care trainings are made possible by the generous support of the New York City Council.

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